



Control Number: 50664



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March 20, 2020

Public Utility Commission of Texas
1701 N Congress Ave.
Austin, Texas 78701



RE: Project No. 50664, Issues Related to the State of Disaster for Corona Virus Disease 2019

Ganado Telephone Co., Inc. dba YK Communications and our affiliates (collectively YKC) are providers of voice and Broadband services to Rural Texas residents and businesses in Jackson, Matagorda and Wharton Counties. We are grateful for the leadership of local community leaders, state and national Government officials and healthcare workers as we all work diligently to help our fellow Texans during this ongoing emergency.

YKC recognizes and accepts the very important responsibilities that we and other rural telecommunications providers have to our customers and communities. We take our service responsibility very seriously in order to do our best to keep Texans connected. During these trying times, our reliable services are allowing customers to practice the recommended social distancing, work from home, use remote and "telelearning" to continue educating children displaced from our schools, engage in online commerce to obtain the supplies they need and access telemedicine services when needed. Such connectivity is crucial to helping slow the spread of the virus.

Specifically, YKC has implemented the following voluntary measures to assist our customers:

- YKC has activated our Emergency Operations Plan to follow the recommended process for handling an active pandemic and protecting our staff so that we can continue to provide and support needed services to our communities. We notified Shawn Hazzard, Emergency Management Coordinator for the PUC on March 20, 2020 that our EOP had been activated.
- YKC has pledged to the Federal Communications Commission our support of the Keep Americans Connected Pledge.
 - We are not disconnecting services or charging late fees to customers who let us know they are unable to pay because of COVID-19 financial issues.
 - We have communicated with three of our school districts to provide free planning, installation and equipment to extend the outdoor coverage and capacity of their existing Wi-Fi networks. These additions will allow students and general public population with "drive-up Wi-Fi" access to parking lots and sports stadiums while still making it possible to practice social distancing guidelines.
- YKC has suspended public use of our conference and meeting facilities and restricted public access into our business offices. We are encouraging

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customers to interact with us by telephone and electronically. We are encouraging customer to use on-line and telephone-based payment options. Customers are helped individually one on one utilizing safe practices outside of our business office whenever possible.

- YKC technicians continue to perform necessary installations and make trouble calls using Personal Protection Equipment (PPE) consisting of protective suits, protective masks, gloves, boot covers, hand sanitizers and sanitizing wipes to ensure their health and safety in the field.
- YKC has enabled specific departments to work from home to help limit the number of persons we have in smaller workspaces of our buildings.
- We recognize the status of the pandemic is fluid and we will continue to monitor the Commission, the FCC, The Center for Disease Control and Prevention, the World Health Organization, Federal State and Local Emergency Management Agencies, the Governor's office and other relevant agencies for guidelines and best practices to keep our employees and our customers safe.

To the extent necessary, YKC respectfully requests Commission action related to suspension of rules requiring tariff pre-approval to waive installation charges or offer promotions to assist customers during this outbreak.

Should the Commission or any customers have any questions or concerns, we remain available at (361) 771-3334, <https://www.ykc.com> or bill@yk.com

Sincerely,

A handwritten signature in black ink that reads "Bill Rakowitz". The signature is written in a cursive, flowing style with a large initial "B" and a stylized "R".

Bill Rakowitz
General Manager
YK Communications